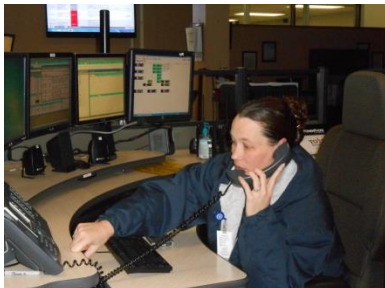
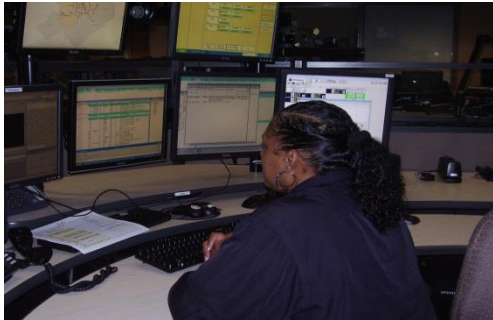


2015

Sugar Land Public Safety Dispatch



City of Sugar Land

PUBLIC SAFETY DISPATCH

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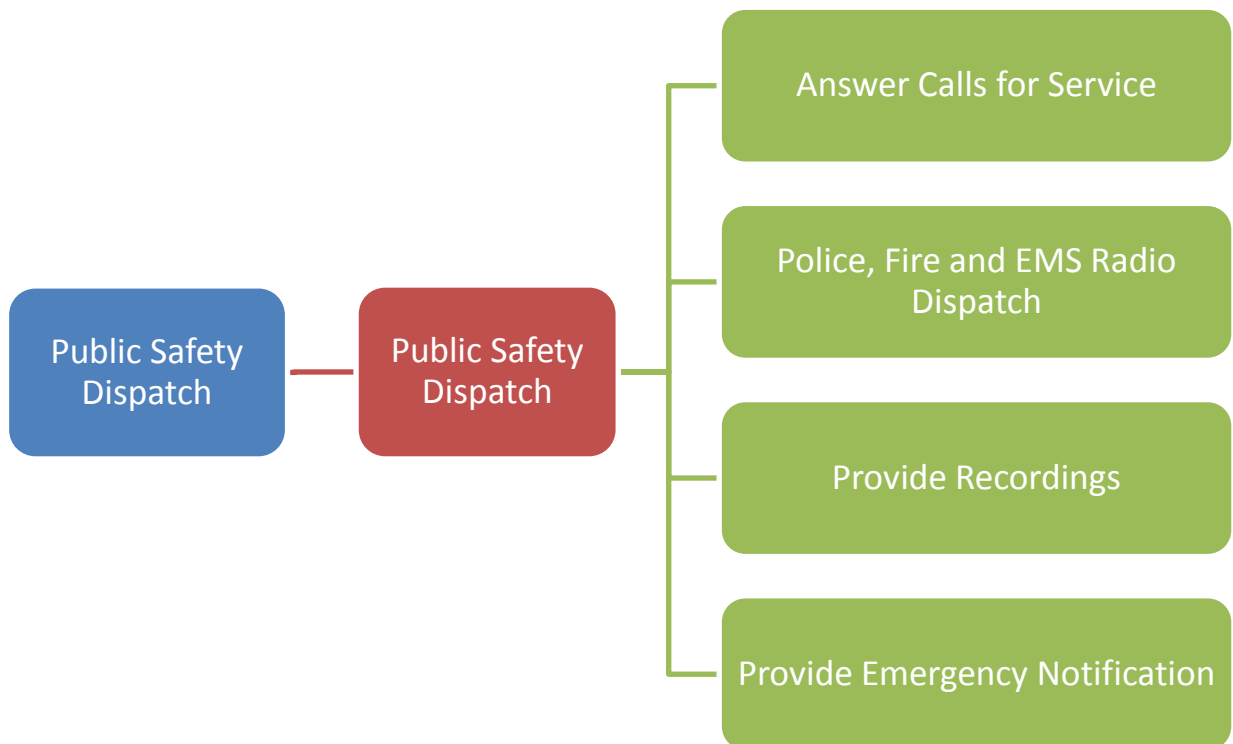
PUBLIC SAFETY DISPATCH

2015 BUSINESS PLAN

MISSION STATEMENT

The mission of Sugar Land Public Safety Dispatch is to provide support to the city's public safety operations through a specialized communications network. Our collective goal is to provide superior service to the citizens and visitors of the city by increasing their safety, as well as to our internal customers, by providing quick and accurate information. We pledge to carry out our duties with compassion, honesty and integrity.

FUNCTIONAL STRUCTURE



2015 PROGRAM OF SERVICES

PUBLIC SAFETY DISPATCH

PROGRAM SUMMARY

Public Safety Dispatch answers calls routed through emergency and non-emergency phone systems for the purpose of providing assistance from Police, Fire, EMS, Animal Control, Public Works, Traffic and other city departments. These calls are transferred to the appropriate department or dispatched to the needed resources via radio, computer or other electronic devices.

The goal of Sugar Land Public Safety Dispatch is to provide superior service to the citizens and visitors of the city, as well as to our internal customers. This objective will continue to be met by recruiting and retaining high quality individuals and providing them with expert training. Maintaining Public Safety Dispatch's quality level of service is essential to ensure that the City of Sugar Land remains one of the safest cities in the area.

Authorized staffing for Public Safety Dispatch is currently 26 full time employees, which includes the Dispatch Manager, a Deputy Dispatch Manager, 4 Dispatch Shift Supervisors, 6 Public Safety Dispatcher IIs, 11 Public Safety Dispatchers, and 3 Part-Time Public Safety Dispatchers.

The Dispatch Center is staffed 24 hours a day seven days a week, with a mandated minimum staffing of three Operators per shift.

SERVICES AND SERVICE LEVELS

Service: Answer Incoming Emergency and Non-emergency Calls for Service

Answer all in-bound calls coming in on the Greater Harris County 9-1-1 system that are usually of an emergency nature and have priority over non-emergency calls coming in over the normal phone system. Answer all in-bound calls coming in on the normal telephone system and screen for the service needed. If the call requires service from a non-public safety service, the call is transferred to the appropriate department. If these calls are for public safety services, information will be gathered from the caller in order to determine the correct response. Call handling protocols are utilized on appropriate calls for service in order to ensure consistency and quality of service.

Service: Police, Fire and EMS Radio Dispatch

The Police radio operator dispatches all police calls for service as well as logging all officer-initiated calls. In addition, all information pertinent to a call is logged into the call record. Computerized requests for information are sent via the TLETS computer system and satellite. The criminal justice information that is returned via that computer is either distributed to the requesting officer by radio or sent via in car computer to the officer.

The Fire/EMS radio operator dispatches all fire and medical calls for service as well as logging all fire and EMS initiated calls and transmissions. When the call is dispatched it is transmitted directly to the responsible fire station via T-1 lines, over the radio frequencies, to the vehicle Mobile Data Computers, and to a printer at the fire station at the same time. Once the fire and/or EMS unit is enroute, the Fire/EMS Radio Dispatcher will log all pertinent information into the call record.

Service: Providing Recordings of Phone and Radio Traffic and Dispatch Records

Public Safety Dispatch records all telephone and radio transmissions coming in and going out of the Public Safety Dispatch Center, as well as logging information regarding calls for service into the Computer Aided Dispatch system. These recordings and records are available to the public under the Public Information Act, and are also used as evidence in various court proceedings and investigations. Because of this, many requests for recordings and records are made to Dispatch through officers, the Records Division, and the District Attorney's office.

Service: Providing Emergency Notification System Services

Interdepartmental Policy P.D. 103 provides guidance to all City staff on the use of the emergency notification system that includes standard procedures and protocol for the activation of the City of Sugar Land's Emergency Notification System. The Public Safety Dispatch Manager maintains the user and contact database in the emergency notification system. Statistics regarding use of the system and success of message transmission are recorded in the Public Safety Dispatch Monthly Performance Measures report.

SERVICE LEVEL EXPECTATIONS

Program: Public Safety Dispatch		Expected Result	
Service	Service Level Measure	FY14	FY15
Answer Calls for Service	Reporting of substantiated citizen complaints on Public Safety Dispatch Operators per fiscal year related to the response to an emergency or non-emergency caller	3	3
Answer Calls for Service	Reporting of percentage of 911 calls answered within 10 seconds	90%	90%
Answer Calls for Service	Reporting of percentage of 911 calls answered within 20 seconds	95%	95%
Fire and Police Radio Dispatch	Reporting of percentage of priority one Fire and Police calls dispatched within 60 seconds	90%	90%
Fire and Police Radio Dispatch	Reporting of percentage of priority one Fire and Police calls dispatched within 90 seconds	99%	99%
EMS Radio Dispatch	Reporting of percentage of EMS calls dispatched within 90 seconds	90%	90%
EMS Radio Dispatch	Reporting of percentage of EMS calls dispatched within 120 seconds	99%	99%
Providing Recordings and Dispatch Records	Requests for Dispatch recordings and records are processed within 3 business days	Yes	Yes
Providing Emergency Notification	Reporting of percentage of messages sent with the Emergency Notification System successfully deliver	90%	90%

APPENDIX – REFERENCE & SUPPLEMENTAL MATERIALS

Reference Material List 1

Interdepartmental Policy - PD103 – Use of Community Notification System is located on SLIC.

Public Safety Dispatch Standard Operating Procedures and Critical Incident Procedures are located in
R:\PubSafe\Dispatch\Dispatch Procedures